

10/31/00

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Practitioner's Docket No. 1276

PATENT



Preliminary Classification:  
Proposed Class:  
Subclass:

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**Box Patent Application**  
**Assistant Commissioner for Patents**  
**Washington, D.C. 20231**

**NEW APPLICATION TRANSMITTAL**

Transmitted herewith for filing is the patent application of

Inventor(s): Thomas Michael Watson; Paul W. Ludwick

For (title): SYSTEM AND METHOD FOR PROVIDING A CALLER IDENTIFICATION TO A  
CALLED PARTY FOR CALLS RELAYED THROUGH A CALL CENTER

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**CERTIFICATION UNDER 37 C.F.R. SECTIONS 1.8(a) AND 1.10\***

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Express Mail certification is optional.)*

I hereby certify that, on the date shown below, this correspondence is being:

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**37 C.F.R. Section 1.8(a)**

**37 C.F.R. Section 1.10\***

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**TRANSMISSION**

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Date: 10/30/2000

  
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Cheryl Martinez  
(type or print name of person certifying)

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"Since the filing of correspondence under [Section] 1.10 without the Express Mail mailing label thereon is an oversight that can be avoided by the exercise of reasonable care, requests for waiver of this requirement will **not** be granted on petition." Notice of Oct. 24, 1996, 60 Fed. Reg. 56,439, at 56,442.

**1. Type of Application**

This transmittal is for an original (nonprovisional) application.

**2. Papers Enclosed**

**A.** Required for filing date under 37 C.F.R. 1.53(b) (Regular) or 37 C.F.R. 1.153 (Design) Application

11 Page(s) of Specification

10 Page(s) of Claims

9 Sheet(s) of Drawing(s)--Formal

**B.** Other Papers Enclosed

4 Page(s) of declaration and power of attorney

2 Page(s) of Preliminary Amendment

**3. Declaration or Oath**

Enclosed Executed by: \*inventors.

**4. Inventorship Statement**

The inventorship for all the claims in this application is the same.

**5. Language**

English

**6. Assignment**

An assignment of the invention to Sprint Communications Company, L.P. is attached. A separate "COVER SHEET FOR ASSIGNMENT (DOCUMENT) ACCOMPANYING NEW PATENT APPLICATION" is also attached.

## 7. Fee Calculation (37 C.F.R. Section 1.16)

## Regular Application

**CLAIMS AS FILED**

Claims	Number Filed	Basic Fee Allowance	Number Extra	Rate	Basic Fee 37 CFR 1.16(a) \$710.00
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Total Claims  
(37 CFR 1.16(c))      42                  - 20 =      22 x      \$18.00      \$396.00

**Independent Claims**  
(37 CFR 1.16(b)) 8 - 3 = 5 x \$80.00 \$400.00

Multiple Dependent  
Claim(s), if any + \$270.00 \$0.00  
(37 CFR 1.16(d))

Filing Fee Calculation \$1,506.00

**8 Fee Payment Being Made at This Time**

Enclosed

Filing Fee \$1,506.00

Recording assignment (\$40; 37 C.F.R. Section 1.21(h)) (See attached "COVER SHEET FOR ASSIGNMENT ACCOMPANYING NEW APPLICATION".) \$40.00

**Total Fees Enclosed** \$1,546.00

**9. Method of Payment of Fees**

Charge Account No. 21-0765 in the amount of \$1,546.00.  
A duplicate of this transmittal is attached.

**10. Authorization to Charge Additional Fees**

The Commissioner is hereby authorized to charge the following additional fees by this paper and during the entire pendency of this application to Account No. 21-0765.

37 C.F.R. Section 1.16(a), (f) or (g) (filing fees)

37 C.F.R. Section 1.16(b), (c) or (d) (presentation of extra claims)

37 C.F.R. Section 1.16(e) (surcharge for filing the basic filing fee and/or declaration on a date later than the filing date of the application)

37 C.F.R. Section 1.17(a)(1)-(5) (extension fees pursuant to SECTION 1.136(a))

37 C.F.R. Section 1.17 (application processing fees)

**11. Instructions as to Overpayment**

Credit Account No. 21-0765.

Respectfully submitted,

  
**SIGNATURE OF PRACTITIONER**

ATTORNEY CONTACT:

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CORRESPONDENCE ADDRESS:

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Sprint Law Department  
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Kansas City, Missouri 64114

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Watson, Thomas Michael; Ludwick, Paul W.

For: SYSTEM AND METHOD FOR PROVIDING A CALLER IDENTIFICATION TO A CALLED PARTY FOR CALLS RELAYED THROUGH A CALL CENTER

The specification of which is attached hereto.

**Box Patent Application  
Assistant Commissioner for Patents  
Washington, D.C. 20231**

**PRELIMINARY AMENDMENT**

Dear Sir:

In the enclosed application please add the following:

**ABSTRACT**

A system for providing a telephone number of a calling party to a called party for calls being handled at a call center. First the call center receives a first call set-up message in a switching system

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**CERTIFICATION UNDER 37 C.F.R. SECTION 1.10\***

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(Express Mail certification is **optional**)

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(type or print name of person mailing paper)

Cheryl Martinez  
Signature of person mailing paper

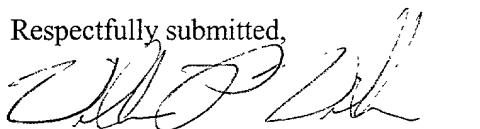
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to set-up an incoming call to a terminal in the call center. The call center then extends the incoming call from the switching system to the terminal. The call center then receives a request in the switching system from the terminal to set-up an outgoing call to a called party. The call center then generates a second call set-up message including an identification of the calling party and transmits the call set-up message to the called party.

Respectfully submitted,



**SIGNATURE OF PRACTITIONER**

**ATTORNEY CONTACT:**

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Kansas City, Missouri 64114

DRAFT - 4/26/2000

**SPECIFICATION**

(Sprint Docket 1276)

5

**TO ALL WHOM IT MAY CONCERN:**

Be it known that we, Thomas Michael Watson and Paul W. Ludwick, each citizens of the United States of America and with residences listed below, have invented

10 the inventions described in the following specification entitled:

**SYSTEM AND METHOD FOR  
PROVIDING A CALLER IDENTIFICATION TO A CALLED PARTY FOR  
CALLS RELAYED THROUGH A CALL CENTER**

15

Inventor: Thomas Michael Watson

Residence: 204 North Sunset Lane  
Raymore, Missouri 64083

20

Inventor: Paul W. Ludwick  
Residence: 15709 West 125<sup>th</sup> Terrace  
Olathe, Kansas 66062

the following of which is a specification.

**SYSTEM AND METHOD FOR  
PROVIDING A CALLER IDENTIFICATION TO A CALLED PARTY FOR  
CALLS RELAYED THROUGH A CALL CENTER**

5 RELATED APPLICATIONS

Not applicable

10 FEDERALLY SPONSORED RESEARCH OR DEVELOPMENT

Not applicable

15 MICROFICHE APPENDIX

Not applicable

20 BACKGROUND OF THE INVENTION

25 1. FIELD OF THE INVENTION

The invention is related to the provision of telecommunication services to the deaf and hearing impaired. More particularly, the invention is related to a call center for handling TTY calls for the deaf and hearing impaired. Still more particularly, this invention is related to reducing the number of TTY that are not completed and a system for accurately tracking the total number of calls to a TTY call center.

30 2. DESCRIPTION OF THE PRIOR ART

Title IV of the Americans with Disabilities Act of 1990 requires the Federal Communications Commission (FCC) to ensure that telecommunication services are provided to the hearing and speech impaired. Telecommunication Relay Services (TRS) are used provide the functional equivalent of telecommunication services to the hearing and speech impaired. TRS have been available on a nationwide basis since 1983.

35 TRS operates in the following manner. A calling party for this system may be as hearing or speech impaired person or a person wishing to talk to the hearing or speech impaired. The calling party has a TDD/TTY or other device, such as a personal computer, which is a device for transmitting and receiving typed messages. The calling

party places a call by dialing a local toll free number. The call is extended to a communication assistant terminal in the call center. The call is a modem connection between the calling party and the communication assistant terminal. The calling party then types a telephone number that the calling party wishes to call. A call is then placed  
5 by the communication assistant to the telephone number. When a call is established with a party at the desired telephone number, the calling assistant relays the messages between the calling party and the called party. The calling party types in messages that are read by the calling assistant to the called party. The called party speaks to the calling assistant, who types in the called party's message. This operation is performed in an  
10 opposite manner when a person is calling a hearing or speech impaired person.

The local toll free number called by a party extends the call to a call center that provides TRS. In a conventional call center, a switching system is connected to a modem in each of terminals and to a call controller. One type of switching system typically used in a call center is a Rockwell Galaxy ACD switch. The call controller is a system having  
15 a processing unit and associated memory.

The call controller determines which terminal is available to handle a call. When the switching system receives a request for a call set-up, the switching system transmits a request to the call controller for an available terminal. The call controller responds to the switching system by transmitting an identity of an available terminal. The switching  
20 system then extends the call to the identified terminal.

Each terminal includes a computer system that can convert signals received via modem into a text message that is displayed upon a screen. Each terminal also has a telephone station connected to the switching system to receive and to place voice telephonic calls. The communication assistant can enter text into the computer system  
25 via a keyboard. The computer system converts the entered text into text messages transmitted to a calling party over the connection established by the modem. The computer is also connected to a network. When a call is completed to a terminal, a Call Detail Record (CDR) is generated by the computer system. The call detail record includes information pertaining to the length of the call. The CDR is then stored by  
30 computer system.

A billing system is then connected to each terminal via the network. Periodically, each computer system transmits stored CDRs to a billing system for processing. The billing system then uses the CDRs to generate billing.

It is a problem that there is currently no way of sending a caller identification 5 through the call center to a called party. Currently, when a called party receives a call from a call center providing TRS, the caller identification transmitted to the calling party either includes the identification of the call center or no identification whatsoever. This prevent the called party from knowing the identity of the calling party. Therefore, telephone service for the speech and hearing impaired is not functionally equivalent to 10 that of the hearing users.

A second consequence is that the calling party may not be billed for some services. For example, when a hearing and/or speech impaired user calls directory assistance, the call is charged to the call center. The calling center is then responsible for billing the calling party. This is a great overhead to operators of call centers, who would 15 rather that service providers charge the users directly.

## SUMMARY OF THE INVENTION

The above and other problems are solved and an advance in the art is made by a call center of this invention. A first advantage of this invention is that a called party 20 having the proper equipment can determine the identity of the calling party before answering a call. A second advantage of this invention is that identification can be used to charge calling parties for some services, such as directory information, instead of the provider bearing the cost. These and other advantages are apparent in the description given below.

25 The call center of this invention includes a switching system, terminals connected to the switching system, and a call controller connected to the terminals via a network and connected to the switching system via a data link. The call center operates in the following manner to provide a called party an identification of a calling party for calls relayed by the call center.

First, a switching system receives a first call set-up message requesting that an incoming call be connected to a terminal in the call center. The incoming call is extended by the switching system to a terminal in the call center. Then, the switching system receives a request from the terminal to set-up an outgoing call to a called party. The 5 switching system generates a second call set-up message including an identification of the calling party and transmits the second call set-up message to the called party.

In order to generate the second call set-up message, the switching system transmits a request for the identity of the calling party. The request is transmitted either to the call controller via a data link or to the terminal via out of band signals over the 10 connection. The switching system then receives a response to the request that includes the identity of the calling party.

In an embodiment where the request for the calling party identification is transmitted to a call controller, the call controller transmits an identification request to the terminal to get the identification of the calling party. The terminal generates an 15 identification response that includes the identification of the calling party and transmits the response to the call controller. The call controller receives the identification response from the terminal. A response including the identification of the calling party is then generated and transmitted to the switching system.

3. The method of claim 1 further comprising the steps of:

20 transmitting an available terminal request

## BRIEF DESCRIPTION OF THE DRAWINGS

FIG. 1 illustrates a call center.

25 FIG. 2 illustrates a signaling chart for implementing this invention.

FIG. 3 illustrates a flow diagram for a process executed by a switch to provide this invention.

FIG. 4 illustrates a flow diagram of a process executed by a call controller to provide this invention.

30 FIG. 5 illustrates a flow diagram of a process executed by a terminal to provide this invention.

## DETAILED DESCRIPTION

The present invention now will be described more fully hereinafter with reference 5 to the accompanying drawings, in which embodiments of the invention are shown. Those skilled in the art will appreciate that the invention may be embodied in many different forms and should not be construed as limited to the embodiments set forth herein; rather, these embodiments are provided so that this disclosure will be thorough and complete, and will fully convey the scope of the invention to those skilled in the art. In the 10 drawings, like numbers refer to like elements throughout.

FIG. 1 illustrates a call center 100 that provides a called party with an identification of a called party in accordance with this invention. Call center 100 is connected to a switching system 101. Switching system 101 may be included in the call center or external to call center 100. One example of a switching system 101 connected 15 to a call center 100 is a Rockwell ACD switch. However, switching system 101 may be any device which provides telecommunication services between a calling and a called party. In a preferred exemplary embodiment, switching system 101 provides ISDN service and a protocol such as SS7 to provide telephone service. However, any system that provides for signaling and provides calling party identification may incorporate this 20 invention.

Switching system 101 includes a controller 102. Controller 102 executes applications which control the functions performed by switching system 101. Controller 102 includes a processing unit 103. For purposes of this application, a processing unit 25 may be a microprocessor, processor, group of microprocessors, or group of processors that execute instructions stored in a memory to perform functions of a device. Processing unit 103 is connected to a non-volatile memory, such Read Only Memory 105 via bus 104. Non-volatile memory stores instructions needed by processing unit 103 to operate the system of controller 102. A non-volatile memory, such as Random Access Memory (RAM) 106, is also connected to processing unit 103 via bus 104.

30 Switching system 101 is connected to a TDD/TYY or other personal communication device 117 via path 115 and to telephone station 116 via path 114. Paths

114 and 115 may be direct connections to switching system 101 or may be connections via a network, such as the public telephone switching network. Switching system 101 is also connected to a plurality of terminals 120-121 in call center 100. It should be noted that only two terminals are shown. However, any number of terminals that switching system 101 supports may be connected to switching system 101.

5        Each terminal 120-121 includes a computer system 122-123 and a telephone station 124-125. Computer systems 122-123 may be personal computers made by any of a number of manufacturers. Computer systems 122-123 include modems or other network connection devices which allow connections to switching system 101 via paths 10 110 and 112. Software executed by computer systems 122-123 allows communication with TDD/ TYY / or ASCII devices by transmitting data over a telephone call. Computer systems 122-123 are also connected to a network 130 which allows the computer systems 122-123 to communicate with other devices in call center 100. One skilled in the art will note that only the devices essential to operation of this invention are shown for brevity of 15 this description.

Telephone stations 124-125 are conventional telephone sets which allow voice communication over a telephone call. Telephone stations 124-125 are connected in some manner to computer systems 122-123 to allow computer systems 122-123 to monitor for an off-hook condition.

20       Call controller 140 is a device that maintains the status of all terminals 120-121 in call center 100 and determines which terminal handles an incoming telephone call. Switching system 101 is connected to call controller 140 via data link 141. Information pertaining to which terminal 120-121 handles an incoming telephone call is transmitted over data link 141. Call controller 140 is also connected to network 130 via path 147. 25      Terminals 120-121 communicate with call controller 140 via network 130.

Call controller 140 includes a controller 142 that executes the instructions to provide applications that perform the functions of call controller 140. Controller 142 includes a processing unit 143 that executes instructions. Processing unit 143 is connected to a non-volatile memory, such Read Only Memory 145 via bus 144. Non- 30     volatile memory stores instructions needed by processing unit 143 to operate the system

of controller 142. A non-volatile memory, such as Random Access Memory (RAM) 146, is also connected to processing unit 143 via bus 144. RAM 146 stores instructions and data for applications being executed by processing unit 143.

FIG.2 illustrates a signaling chart showing the messages transmitted between the components of call center 100 to provide the calling party identification of this invention. A call 200 is extended in the following manner. First, a call set-up message for an incoming call from a calling party is received by switching system 101. For purpose of this discussion, the calling party may be communicating via a voice call from telephone set --- or via a TDD/TYY call from TDD/TYY device ---. The call set-up message 201 may be an IAM message commonly used to establish a telephone connections.

In response to receiving call set-up message 201, switching system 101 transmits a request 202 for an available terminal 120-121 to call controller 140. Request 202 may include an indication as to whether the incoming call is a voice call or a modem (TDD/TYY) call. Call controller 140 determines which available terminal 120-121 will handle the incoming call and transmits a response 203 to switching system 101 which includes an identification of a terminal that will handle the incoming call. The response 203 may include an identification of the telephone station 125 or computer system 122 in the terminal.

Switching system 101 receives response 203 and extends a ring to the terminal identified in the response 204. In response to the ring generated by switching system 101, the call is completed by a response from the terminal. In a relay system, an outgoing call must be completed after an incoming call is received. To attempt an outgoing call, the terminal transmits a request 205 to switching system 101. The request may be dialed digits as in a conventional telephone call.

In response to receiving request 205 from a terminal, switching system 101 transmits a request 206 for an identification of the calling party that called terminal 120-121. In a preferred embodiment, the request 206 is transmitted to the call controller 140. However, one skilled in the art will recognize that it may be possible to communicate directly with a computer system 123 in the terminal.

In the preferred embodiment, call controller 140 receives request 206. In order to respond to request 206, call controller 140 transmits a request 207 to the terminal 120-121. Request 207 is a message requesting the calling party identification. Terminal 120-121 then generates and transmits a reply 208 to call controller 140. Reply 208 includes 5 the identification of the calling party.

Call controller 140 uses the information including calling party identification in reply 208 to generate a response 209. Response 209 is then transmitted to switching system 101. Switching system 101 then generates a call set-up message 210 that includes the caller identification of the calling party. The identification of the calling party may be 10 substituted for the identification of the call center or may be added to the message as additional data. The placement of the identification of the calling party is left to those skilled in the art. Call set-up message is then transmitted over the switching network to the called party.

FIG. 3 illustrates the operational steps performed by switching system 101 to provide a calling party identification to a called party. Process 300 begins in step 301 by receiving a call set-up message for an incoming call from a calling party. In response to receiving the call set-up message, switching system 101 transmits a request for an available terminal that can handle the incoming call in step 302. In step 303, switching system 101 receives a response from call controller 140. The response includes an 15 identity of an available terminal 120-121 that will handle the call. The identity may be the telephone number of either the telephone station 124-124 in the terminal or the computer system 122-123.  
20

The call is then extended to the terminal 120-121 identified in the response in step 304. In step 305, the switching system 101 receives a request for an outgoing call from 25 the terminal. In response to receiving the outgoing call, switching system 101 requests the calling party identification in step 306. In the preferred embodiment, the request is sent to a call controller. However, it is possible that the switching system could communicate directly with the terminal.

In 307, switching system 101 receives a response that includes the calling party 30 identification. This response is from call controller 140 in the preferred embodiment.

However, the terminal may transmit the response if the switching system and the terminal communicate directly. Switching system 101 generates a call set-up message that includes the identification of the calling party in step 308. The calling party identification may replace the identification of the call center or may be included along 5 with the identification of the call center. Process 300 ends in step 309 with switching system 101 transmitting the call set-up message.

FIG. 4 illustrates the operational steps of a process executed by call controller 140 to provide the calling party identification in a preferred embodiment of this invention. Process 400 begins in step 401 when call controller 140 receives a request from switching 10 system 101 for a calling party identification for an outgoing call from a terminal. The request may include the identification of the terminal. Call controller 140 transmits a request for the calling party identification in step 402. In step 403, call controller 140 receives a reply message from terminal 120-121 that includes the calling party identification.

15 The calling party identification received in the reply message is then used to generate a response message to transmit to switching system 101 in step 404. Process 400 then ends in step 405 with call controller 140 transmitting a message to switching system 101.

FIG. 5 illustrates operational steps performed by a terminal to provide a calling 20 party identification to a called party for relayed telephone calls. The same process is used regardless as to whether the incoming call is a voice call or a TDD/TYY call. Process 500 begins in step 501 with a terminal 120-121 connecting an incoming call. In step 502, the terminal receives a identification of a called party for an outgoing call. In most cases, this identification is a telephone number. The identification is then transmitted to the 25 switching system 101 in step 503. In most cases, this is in the form of dialed digits.

In step 504, the terminal receives a request for the identification of the calling party for the incoming call. In the preferred embodiment, this request is from call controller 140. However, the request may be from switching system 101. In response to the request, the terminal transmits a reply including the calling party identification in step

505 and process 500 ends. It should be noted the reply may be transmitted to either call controller 140 or switching system 101.

The above-described steps in the processes of the embodiments of this invention can be comprised of instructions that are stored on storage media. The instructions can  
5 be retrieved and executed by a processing unit. Some examples of instructions are software, program code, and firmware. Some examples of storage media are memory devices, tape, disks, integrated circuits, and servers. The instructions are operational when executed by the processing unit to direct the processing unit to operate in accord with the invention. Those skilled in the art are familiar with instructions, processor, and  
10 storage media.

Those skilled in the art will appreciate variations of the above-described embodiments that fall within the scope of the invention. As a result, the invention is not limited to the specific examples and illustrations discussed above, but only by the following claims and their equivalents.

DRAFT - PROVISIONAL

CLAIMS:

We claim:

5        1. a method for providing a telephone number of a calling party to a called party for calls being handled at a call center, said method comprising the steps of:  
            receiving a first call set-up message in a switching system to set-up an incoming call to a terminal in said call center;  
            extending said incoming from said switching system to said terminal;  
10      receiving a request in said switching system from said terminal to set-up an outgoing call to a called party;  
            generating a second call set-up message including an identification of said calling party; and  
            transmitting said call set-up message to said called party.

15      2. The method of claim 1 further comprising the steps of:  
            transmitting a request from said switching system for said identity of said calling party; and  
            receiving a response to said request including said identity of said calling party in  
20      said switching system.

25      3. The method of claim 2 further comprising the step of:  
            receiving said request for said identity of said calling party in said terminal; and  
            transmitting said identity of said calling party to said switching system in  
            response to receiving said request.

30      4. The method of claim 2 further comprising the steps of:  
            receiving said request for said identity in a call controller; and  
            transmitting a response including said identity of said calling party from said call controller to said switching system.

5. The method of claim 4 further comprising the step of:  
transmitting an identification request for said identification of said calling party  
from said call controller to said terminal responsive to receiving said request from said  
5 switching system.

6. The method of claim 5 further comprising the step of:  
receiving said identification response including said identification of said calling  
party from said terminal responsive to said identification request.

10

7. The method of claim 5 further comprising the steps of:  
receiving said identity request from said call controller in said terminal;  
generating an identification response; and  
transmitting said identification response to said call controller.

15

8. The method of claim 1 further comprising the steps of:  
transmitting an available terminal request from said switching system to said call  
controller to request an available terminal to handle said incoming call; and  
receiving an identification of said terminal in said switching system from said call  
20 controller responsive to receiving said request.

9. The method of claim 1 further comprising the step of:  
receiving said incoming call in said terminal.

25

10. The method of claim 9 further comprising the step of:  
receiving an identification of said called party of said outgoing call in said  
terminal; and  
transmitting said call set-up request to said switching system responsive to  
receiving said identification of said called party.

30

11. A call center that provides a called party with an identification of a calling party for telephone communications that are relayed through said call center comprising:

5           a switching system;

          a terminal connected to said switching system;

          a processing unit in said switching system;

instructions for directing said processing unit in said switching system to:

10           receive a first call set-up message requesting an incoming call be extended to a terminal in said call center;

          extend said incoming call to said terminal;

10           receive a request from said terminal to set-up an outgoing call to a called

party;

15           generate a second call set-up message including an identification of said calling party;

          transmit said call set-up message to said called party; and

15           a media readable by said processing unit in said switching system that stores said instructions.

20           12. The call center of claim 11 wherein said instructions for directing said processing unit in said switching system comprise:

          instructions for directing said processing unit in said switching system to:

          transmit a request for said identity of said calling party; and

          receive a response to said request including said identity of said calling party.

25           13. The call center of claim 12 further comprising:

          a processing unit in said terminal;

          instructions for directing said processing unit in said terminal to:

          receive said request for said identity of said calling party; and

          transmit said identity of said calling party to said switching system in response to receiving said request; and

a storage media that is readable by said processing unit in said terminal for storing said instructions.

14. The call center of claim 12 further comprising:

5 a call controller connected to said switching system and said terminal;

a processing unit in said call controller;

instructions for directing said processing unit in said call controller to:

receive said request for said identity; and

transmit a response including said identity of said calling party to said

10 switching system; and

a storage media readable by said processing unit in said call controller for storing said instructions.

15. The call center of claim 14 wherein said instructions for directing said

processing unit in said call controller further comprise:

instructions for directing said call controller to:

transmit an identification request for said identification of said calling party to said terminal responsive to receiving said request from said switching system.

20 16. The call center of claim 15 said instructions for directing said call controller further comprise:

instructions for directing said processing unit in said call controller to:

receive an identification response including said identification of said calling party from said terminal responsive to a transmission of said identification request.

25 17. The call center of claim 15 further comprising:

a processing unit in said terminal;

instructions for directing said processing unit in said terminal to:

30 receive said identity request from said call controller;

generate an identification response, and  
transmit said identification response to said call controller; and  
a storage media readable by said processing unit in said terminal.

5        18. The call center of claim 1 wherein said instructions for directing said processing unit in said switching system further comprise:

instructions for directing said processing in said switching system to:

transmit an available terminal request to said call controller to request an available terminal to handle said incoming call; and

10        receive an identification of said terminal from said call controller.

19. The call center of claim 11 further comprising:

a processing unit in said terminal;

instructions for directing said processing unit in said terminal to:

receive said incoming call.

20        20. The call center of claim 19 wherein said instructions for directing said processing unit in said terminal further comprise:

instructions for directing said processing unit in said terminal to:

receive an identification of said called party of said outgoing call; and

transmit said call set-up request to said switching system responsive to receiving said identification of said called party.

25        21. A switching system in a call center providing relay services between a calling party and a called party that provides an identification of said calling party in a call set-up message transmitted to said called party responsive to said calling party calling said called party through said call center, said switching system comprising:

a processing unit;

instructions for directing said processing unit to:

receive a first call set-up message requesting an incoming call be extended to a terminal in said call center;

extend said incoming call to said terminal;

receive a request from said terminal to set-up an outgoing call to a called

5 party;

generate a second call set-up message including an identification of said calling party; and

transmit said call set-up message to said called party; and

a media readable by said processing unit in said switching system that

10 stores said instructions.

22. The switching system of claim 21 wherein said instructions for directing said processing unit in said switching system comprise:

instructions for directing said processing unit in said switching system to:

15 transmit a request for said identity of said calling party; and

receive a response to said request including said identity of said calling

party.

23. The switching system of claim 23 wherein said request is transmitted to said

20 terminal.

24. The switching system of claim 22 wherein said request is transmitted to said call controller.

25 25. The switching system of claim 21 wherein said instructions for directing said processing unit in said switching system further comprise:

instructions for directing said processing unit to:

transmit an available terminal request to said call controller to request an available terminal to handle said incoming call; and

30 receive an identification of said terminal from said call controller.

26. A method of operating a switching system for providing an identification of a calling party to a called party for a telephonic connection that takes place through a call center, said method comprising the steps of:

5 receiving a first call set-up message requesting an incoming call be extended to a terminal in said call center;

extending said incoming call to said terminal;

receiving a request from said terminal to set-up an outgoing call to a called party;

generating a second call set-up message including an identification of said calling 10 party; and

transmitting said call set-up message to said called party.

27. The method of claim 26 further comprising the steps of:

transmitting a request for said identity of said calling party; and

receiving a response to said request including said identity of said calling party.

28. The method of claim 27 wherein said request is transmitted to said terminal.

29. The method of claim 27 wherein said request is transmitted to said call

20 controller.

30. The method of claim 26 further comprising the steps of:

transmitting an available terminal request to said call controller to request an available terminal to handle said incoming call; and

receiving an identification of said terminal from said call controller.

31. A terminal in a call center that provides an identification of a calling party to a called party for telecommunications that are relayed through said call center, said terminal comprising:

30 a telephone set;

a processing unit;  
instructions for directing said processing unit to:  
receive an incoming call;  
receive an identification of said called party of said outgoing call in said  
5 terminal;  
transmit said call set-up request to said switching system responsive to  
receiving said identification of said called party; and  
transmit said identification of said calling party to said switching system;  
and  
10 a media readable by said processing unit to store said instructions.

32. The terminal of claim 31 wherein said instructions to transmit said  
identification comprise:

instructions for directing said processing unit in said terminal to:  
15 receive a request for said identity of said calling party from said switching  
system; and  
transmit said identity of said calling party to said switching system in  
response to receiving said request.

20 33. The terminal of claim 31 wherein said instructions for directing said  
processing unit in said terminal comprise:

instructions for directing said processing unit in said terminal to:  
receive a request for said identity of said calling party from said call  
controller; and  
25 transmit said identity of said calling party to said call controller in  
response to receiving said request.

34. A method for operating a terminal in a call center that provides an  
identification of a calling party to a called party for relay services provided by said call  
30 center, said method comprising the steps of:

receiving an incoming call;  
receiving an identification of said called party of said outgoing call in said terminal;  
transmitting said call set-up request to said switching system responsive to  
5 receiving said identification of said called party; and  
transmitting said identification of said calling party to said switching system.

35. The method of claim 34 further comprising the steps of:

receiving a request for said identity of said calling party from said switching  
10 system; and  
transmitting said identity of said calling party to said switching system in response to receiving said request.

36. The method of claim 34 further comprising the steps of:

receiving a request for said identity of said calling party from said call controller;  
and  
transmitting said identity of said calling party to said call controller in response to receiving said request.

20 37. A call controller for a call center that provides an identification of a calling party to a called party of outgoing telephone calls in a relay service, said call controller comprising:

a processing unit;  
instructions for directing said processing unit to:

25 receive said request for an identity for an incoming call from said switching system; and

transmit a response including said identity of said calling party to said switching system; and

30 a storage media readable by said processing unit for storing said instructions.

38. The call center of claim 14 wherein said instructions for directing said processing unit in said call controller further comprise:

instructions for directing said call controller to:

5 transmit an identification request for said identification of said calling party to said terminal responsive to receiving said request from said switching system.

39. The call center of claim 38 said instructions for directing said call controller further comprise:

10 instructions for directing said processing unit in said call controller to:

receive an identification response including said identification of said calling party from said terminal responsive to a transmission of said identification request.

15 40. A method for operating a call controller of a call center to provide an identification of a calling party in an outgoing call to a called party comprising the steps of:

receiving a request for an identity for an incoming call from said switching system; and

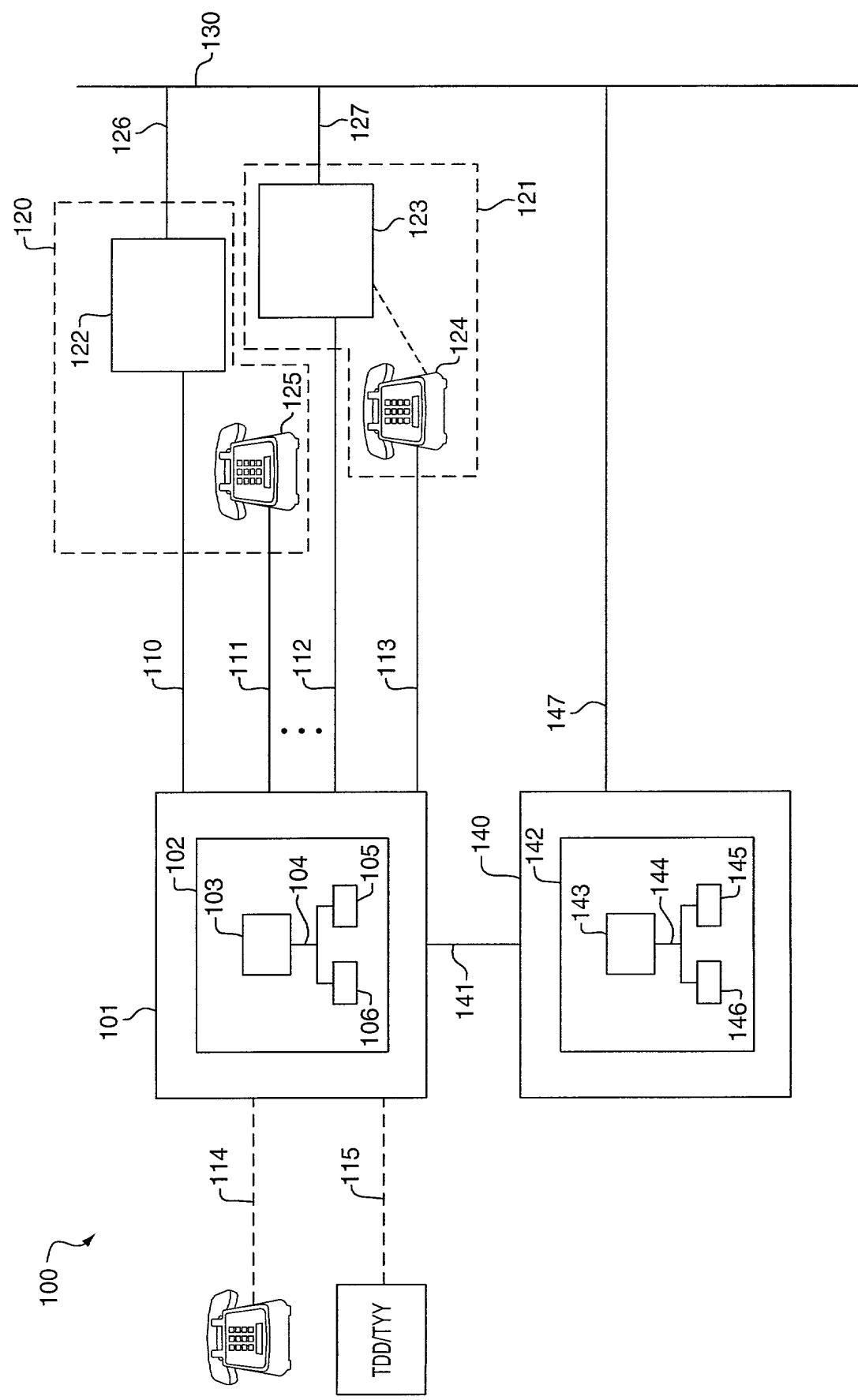
20 transmitting a response including said identity of said calling party to said switching system.

41. The method of claim 40 further comprising the step of:

transmitting an identification request for said identification of said calling party to  
25 said terminal responsive to receiving said request from said switching system.

42. The method of claim 41 further comprising the step of:

receiving an identification response including said identification of said calling party from said terminal responsive to a transmission of said identification request.



**FIG. 1**

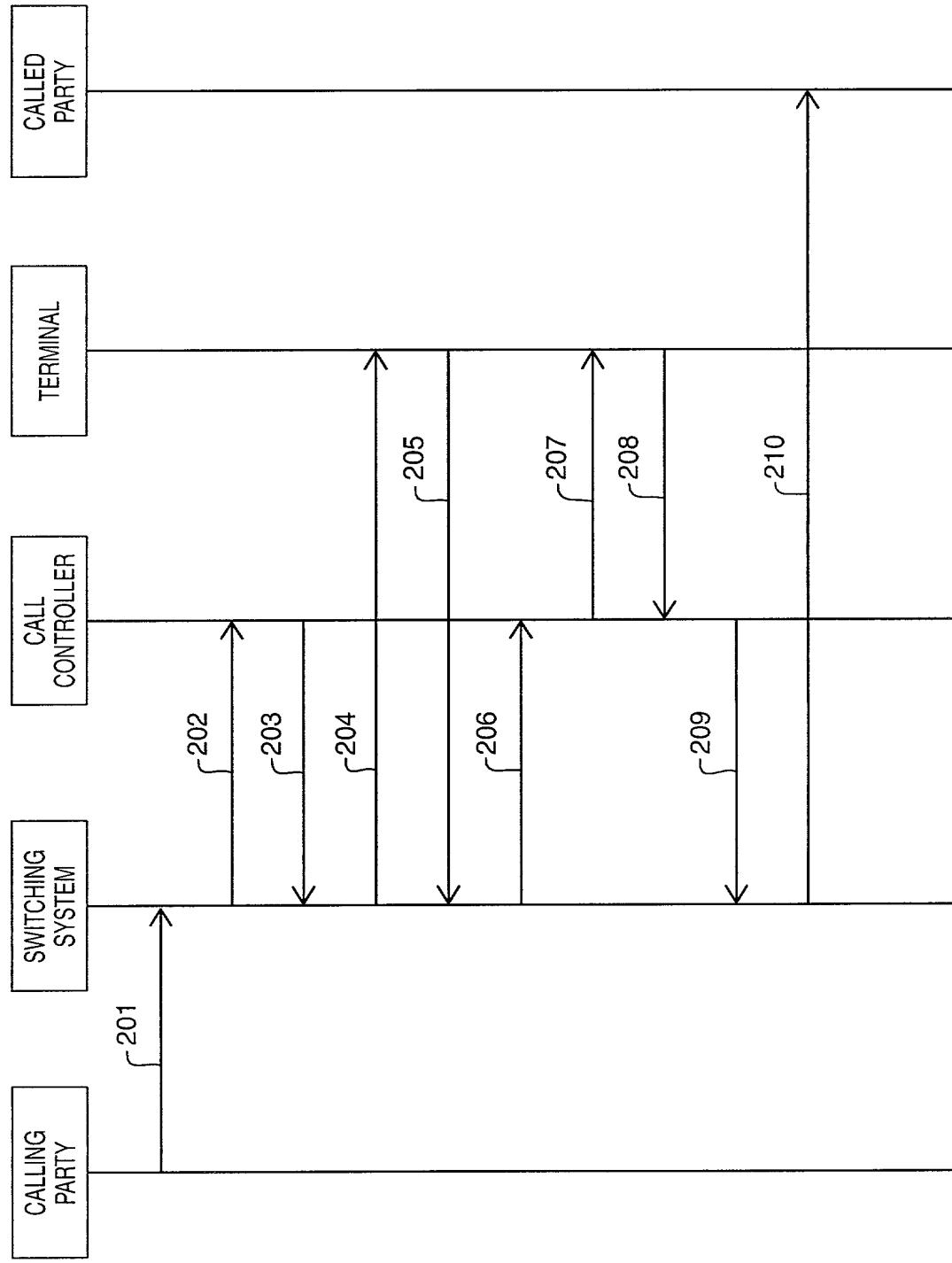
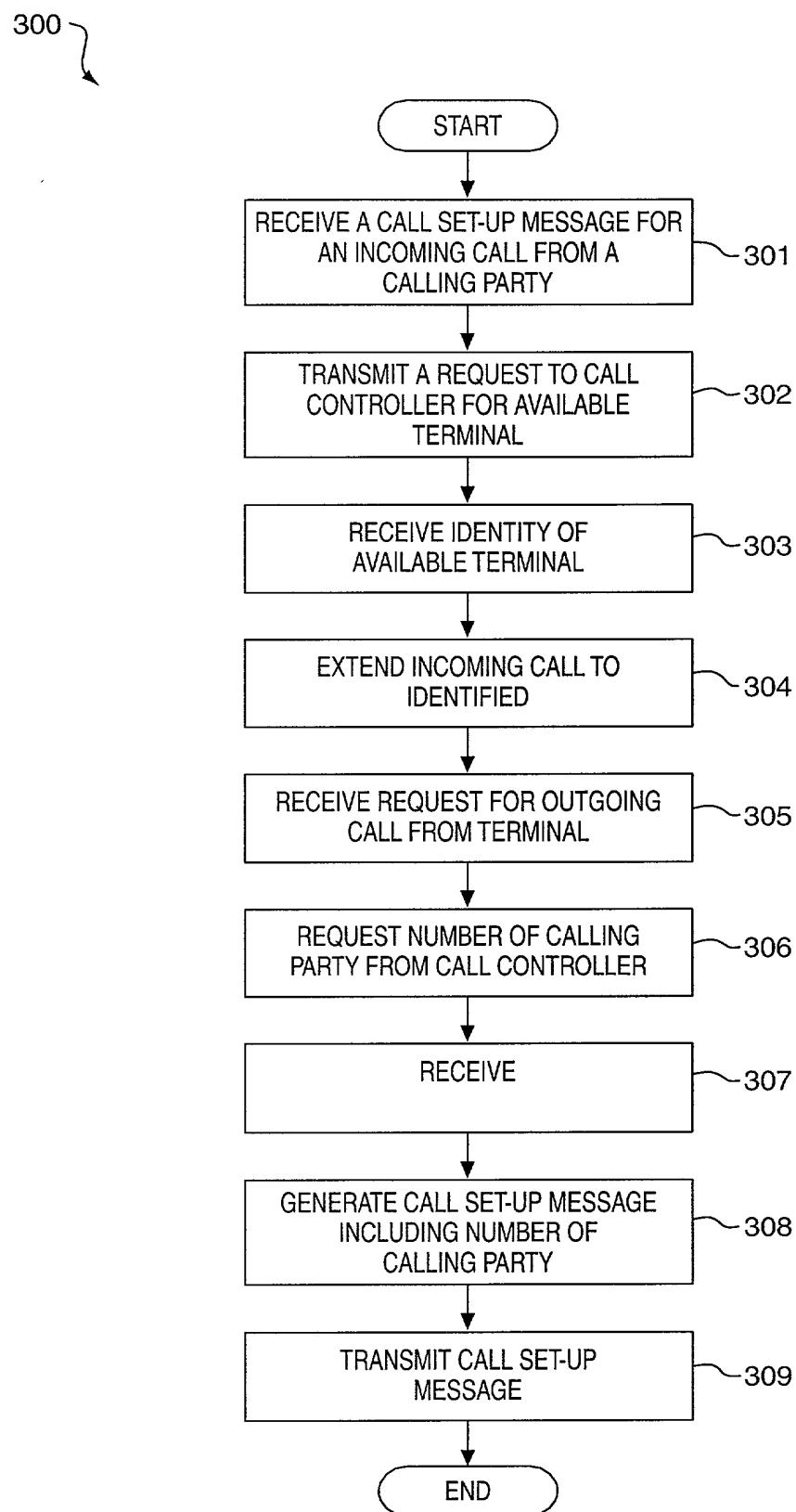
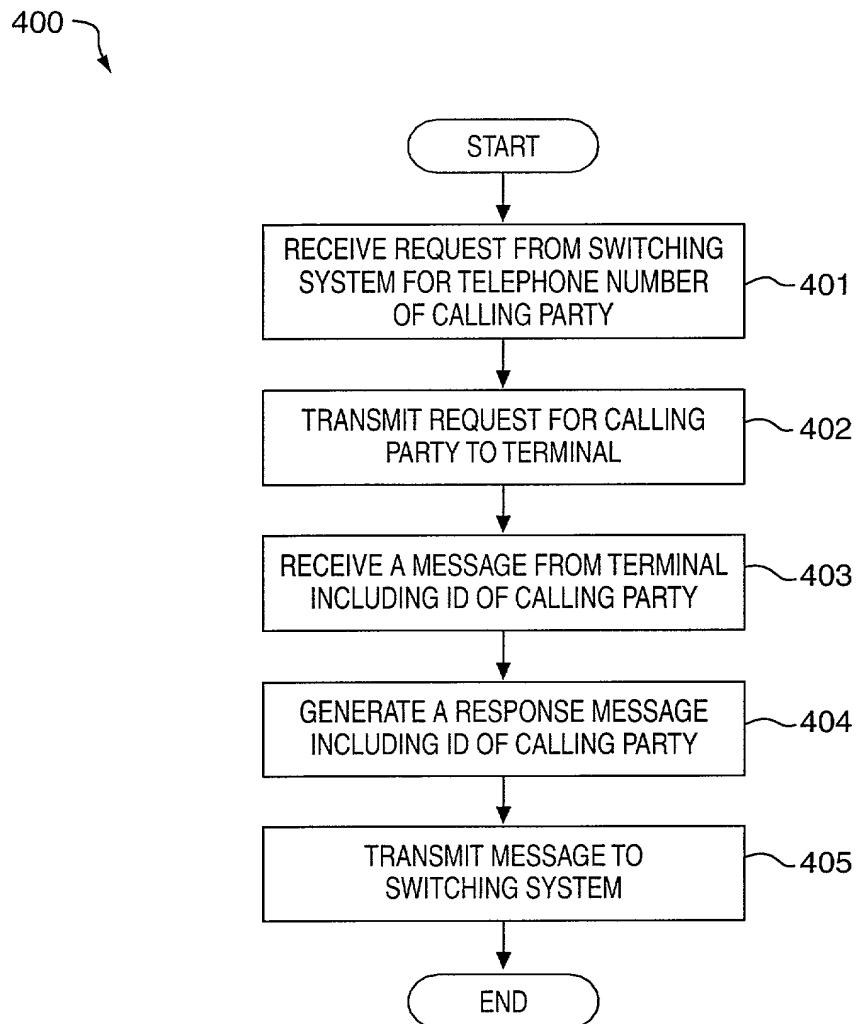


FIG. 2

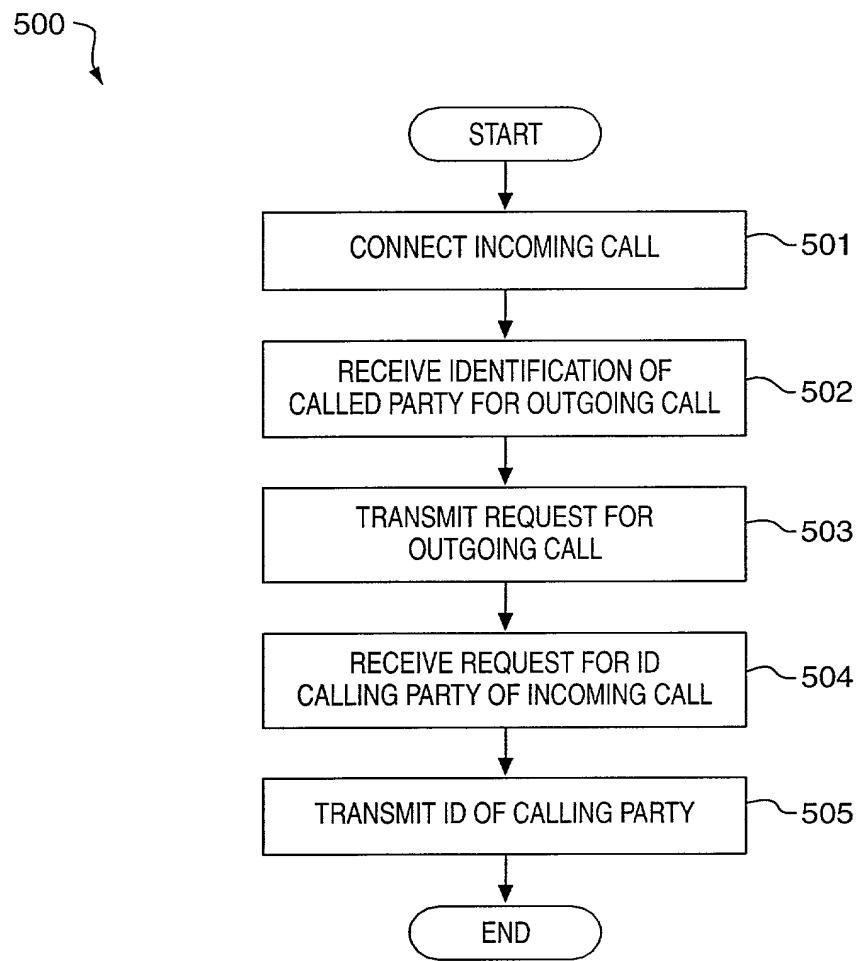
**FIG. 3**



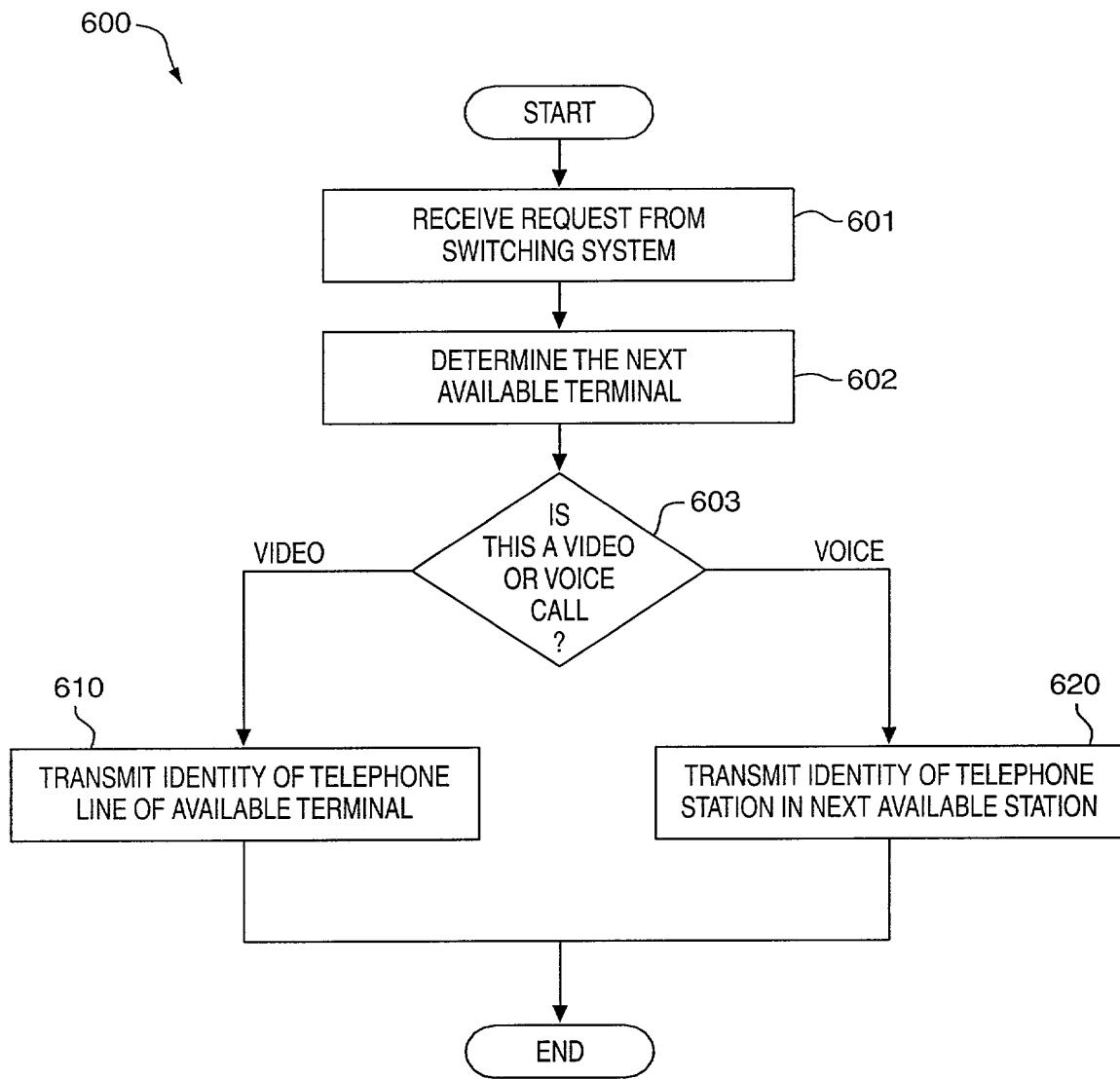
**FIG. 4**



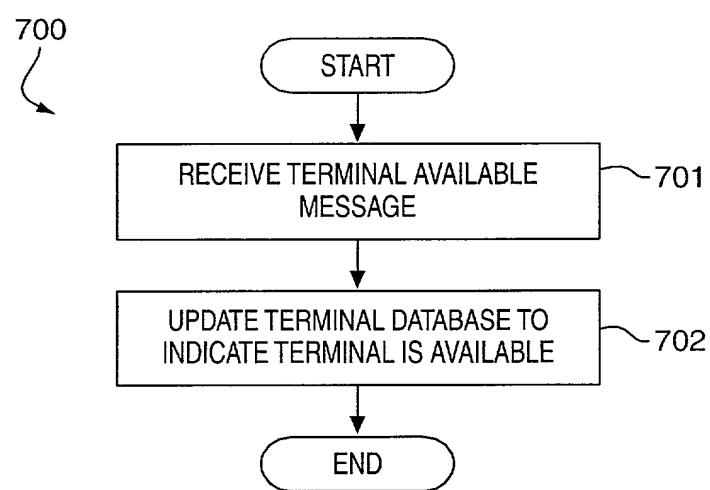
**FIG. 5**



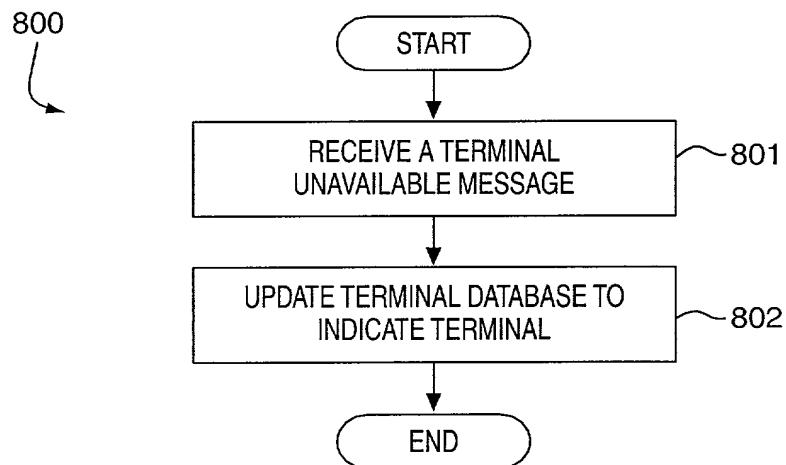
**FIG. 6**



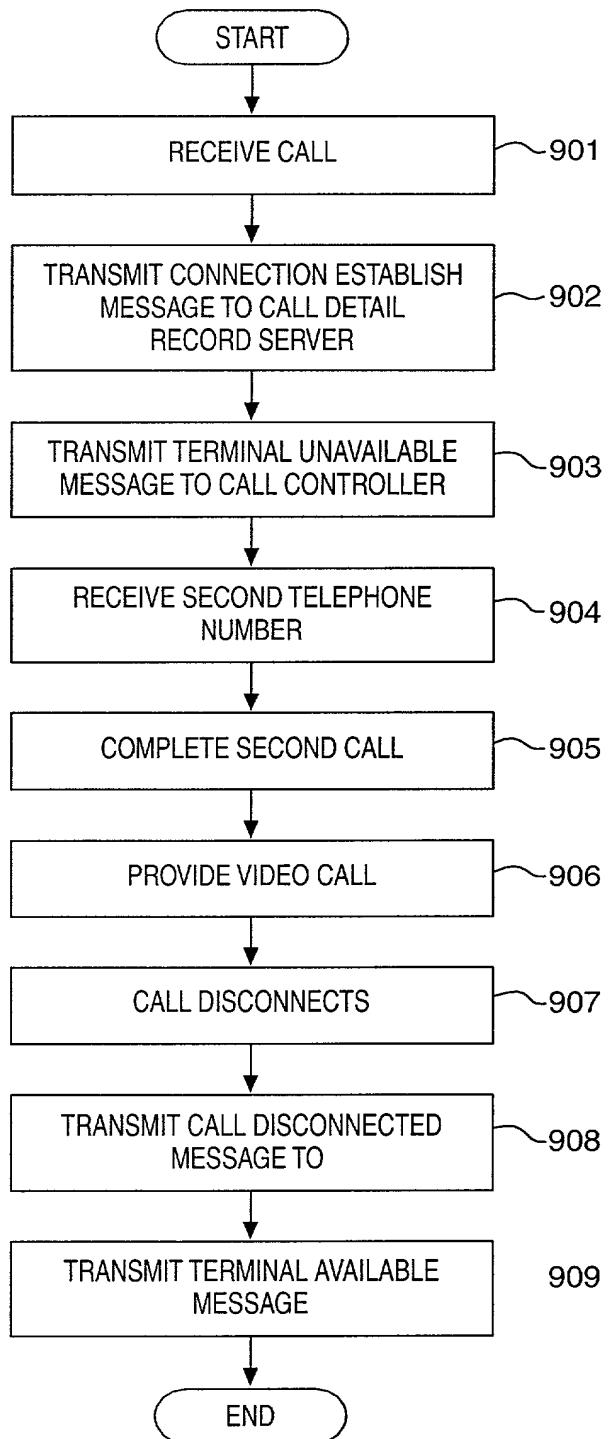
**FIG. 7**



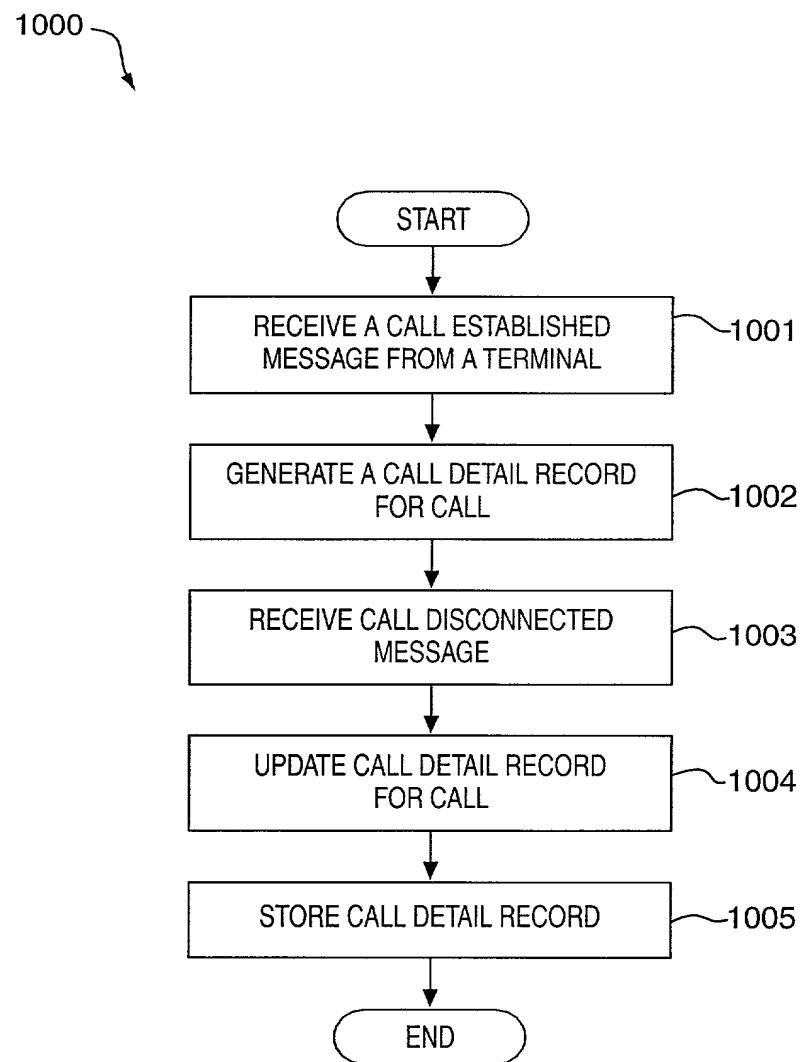
**FIG. 8**



**FIG. 9**



**FIG. 10**



## DECLARATION AND POWERS OF ATTORNEY

As a below named inventor, I hereby declare that my residence, post office address and citizenship is as stated below next to my name. I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled "SYSTEM AND METHOD FOR PROVIDING A CALLER IDENTIFICATION TO A CALLED PARTY FOR CALLS RELAYED THROUGH A CALL CENTER" the specification of which was filed on \_\_\_\_\_, as Application No. \_\_\_\_\_ and was amended herewith or, if not identified here by filing date and application number, is attached hereto. I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with 37 CFR 1.56(a). I hereby claim foreign priority benefits under 35 USC 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate by me or my representatives or assigns for this invention having a filing date before that of the application on which priority is claimed:

Application No. \_\_\_\_\_ in \_\_\_\_\_ on \_\_\_\_\_ priority claimed ( ) Yes ( ) No  
Application No. \_\_\_\_\_ in \_\_\_\_\_ on \_\_\_\_\_ priority claimed ( ) Yes ( ) No  
Application No. \_\_\_\_\_ in \_\_\_\_\_ on \_\_\_\_\_ priority claimed ( ) Yes ( ) No

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, §1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application.

(Application Number)	(Filing Date)	(Status-patented, pending, abandoned)
(Application Number)	(Filing Date)	(Status-patented, pending, abandoned)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 USC 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon. I hereby appoint, individually and collectively, the following as my/our attorney or agent with full power of substitution and revocation, to prosecute this application and to transact all business in the U.S. Patent and Trademark Office connected therewith:

Harley R. Ball Registration No. 31,733;  
Steven J. Funk Registration No. 35,875;  
Michael J. Setter Registration No. 37,936;  
Carl A. Forest; Registration No. 28,494;  
James M. Graziano Registration No. 28,300;  
Curtis A. Vock Registration No. 38,356;  
Thomas Swenson Registration No. 36,696;  
William P. Wilbar Registration No. 43,265;  
Travis C. Stephenson Registration No. 45,132;  
Eugene G. Kim Registration No. 46,267; and  
Brett Bornsen Registration No. P46,566

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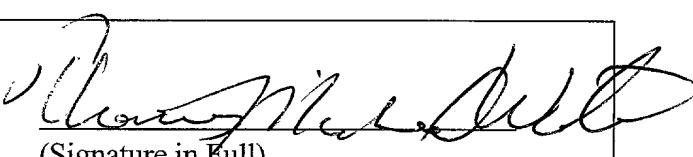
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Citizenship: United States of America Date: \_\_\_\_\_

Post Office Address: 15709 West 125<sup>th</sup> Terrace 66062

Residence: Olathe, Kansas

## DECLARATION AND POWERS OF ATTORNEY

As a below named inventor, I hereby declare that my residence, post office address and citizenship is as stated below next to my name. I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled "SYSTEM AND METHOD FOR PROVIDING A CALLER IDENTIFICATION TO A CALLED PARTY FOR CALLS RELAYED THROUGH A CALL CENTER" the specification of which was filed on \_\_\_\_\_, as Application No. \_\_\_\_\_ and was amended herewith or, if not identified here by filing date and application number, is attached hereto. I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with 37 CFR 1.56(a). I hereby claim foreign priority benefits under 35 USC 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate by me or my representatives or assigns for this invention having a filing date before that of the application on which priority is claimed:

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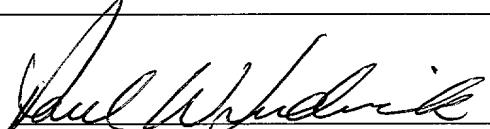
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